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# TRANSMITTAL FORM

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Total Number of Pages in This Submission

11

Application Number

09/935,955

Filing Date

August 23, 2001

First Named Inventor

Tioe et al.

Art Unit

2642

Examiner Name

H.S. Hong

Attorney Docket Number

20009.0161US01 (00771)

## ENCLOSURES

(Check all that apply)

☐

Fee Transmittal Form

☐

Fee Attached

☒

Amendment/Reply

☐

After Final

☐

Affidavits/declaration(s)

☐

Extension of Time Request

☐

Express Abandonment Request

☐

Information Disclosure Statement

☐

Certified Copy of Priority Document(s)

☐

Reply to Missing Parts/ Incomplete Application

☐

Reply to Missing Parts under 37 CFR 1.52 or 1.53

☐

Drawing(s)

☐

Licensing-related Papers

☐

Petition

☐

Petition to Convert to a Provisional Application

☐

Power of Attorney, Revocation

☐

Change of Correspondence Address

☐

Terminal Disclaimer

☐

Request for Refund

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CD, Number of CD(s) \_\_\_\_\_

Landscape Table on CD

Remarks

☐

After Allowance Communication to TC

☐

Appeal Communication to Board of Appeals and Interferences

☐

Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)

☐

Proprietary Information

☐

Status Letter

☒

Other Enclosure(s) (please identify below):

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## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name

WITHERS & KEYS, LLC

Signature

Printed name

Jeramie J. Keys

Date

March 24, 2005

Reg. No.

42,724

## CERTIFICATE OF TRANSMISSION/MAILING

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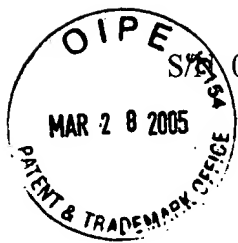
Jeramie J. Keys

Date

March 24, 2005

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S/N 09/935,955

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Tioe	Examiner:	Hong
Serial No.:	09/935,955	Group Art Unit:	2642
Filed:	08/23/01	Docket No.:	20009.0161US01/BS00-210

Title: APPARATUS AND METHOD FOR MANAGING A CALL CENTER

CERTIFICATE UNDER 37 CFR 1.8:

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By: 

Name: Jeramie J. Keys

AMENDMENT AND RESPONSE

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Office Action mailed on December 27, 2004.  
Amendments to the claims begin on page 2. Remarks begin on page 8.